

## VI. Fiscal Year 2020 Accomplishments

Below is a summary of the accomplishments of the Arizona Judicial Branch with respect to its information technology efforts during the 2020 fiscal year. Considerable progress was made on statewide strategic projects, despite continued budget and staffing challenges.

PROGRAM	DESCRIPTION	FY 2020 ACCOMPLISHMENTS
<b>AZTEC End-of-Life Support and Maintenance</b>	The modification project was initially launched and sustained to make needed enhancements to AZTEC, the legacy statewide ACAP software, to provide for continued functionality and usability, balanced with end-of-life considerations.	Assisted AZTEC courts with cleanup efforts in preparation for AZTEC-to-AJACS transition and implementation of ERR&D, an AOC-developed program designed to electronically purge records that have met retention requirements.
<b>Court CMS Support</b>	Provide reporting and support to AZTEC and AJACS Courts.	Resolved 1775 Remedy tickets. Provided 139 ad hoc reports upon request in SSRS and Crystal platforms to assist courts in their daily activities.
<b>E-Citation</b>	Opening court cases automatically using ticket data from law enforcement.	Continued support for existing e-Citation implementations. Total e-citation projects in production is 164. Continued to prepare and support courts using AJACS LJ e-Citation through training on processes and reports.
<b>Process and Code Standardization</b>	Support CMS transition by standardizing court processes and case-related codes then mapping the standard set of event, activity, and other codes.	Continued to establish and maintain standard code sets for AJACS GJ and LJ CMS projects.  Standardization workgroups met monthly to add or modify codes for statewide use in both GJ and LJ environments. Sixteen new codes were approved and added to AJACS, e-Filing, and e-Access programs.  Updated and published the Statewide Standard Violation Code Table, which standardizes codes prosecutors use when charging defendants with violations of statute.
<b>Fines, Fees and Restitution Enforcement (FARE)</b>	The Fines, Fees and Restitution Enforcement (FARE) program and the Debt Set-Off (DSO) program are the current automation portions of the Penalty Enforcement Program (PEP).	FARE is implemented in 176 courts statewide, including all 13 General Jurisdiction AJACS courts and 26 Maricopa County Justice Courts.  <b>Life-to-Date Program Statistics (2003 – 2020)</b>

PROGRAM	DESCRIPTION	FY 2020 ACCOMPLISHMENTS
		<p>Total number of backlog cases submitted to FARE for collections: 3.37 million.</p> <p>Total amount of recovered fines, fees, and victim restitution: \$828 million.</p> <p>Traffic Ticket Enforcement Assistance Program (TTEAP) registration holds: 1,240,626 with 798,701 releases (64.3% release rate).</p> <p>Total amount of payments processed via the FARE website: \$196.1 million.</p> <p>The total number of Online Case Payment (OLCP) processed payments is 152,816, collecting \$18,229,679.80. Currently, 134 courts utilize OLCP.</p> <p>In July 2018, the FARE Program launched the FARE Compliance Assistance Program, FARE CAP. As of June 2020, the following statistics were collected for FARE CAP:</p> <ul style="list-style-type: none"> <li>• 11,967 FARE CAP plans</li> <li>• 23 courts utilize FARE CAP</li> <li>• \$2,133,288 FARE Special Collections Fee Suspended</li> <li>• \$4,812,690 FARE CAP Payments Received</li> <li>• 3,204 Completed FARE CAP Plans</li> <li>• 4,336 Defaulted FARE CAP Plans</li> </ul> <p><b>Fiscal Year 2020 Highlights</b></p> <p>Total amount of recovered fines, fees, and victim restitution: \$65 million dollars (Backlog: \$47.6 million/DSO: \$17.4 million)</p> <p>Total FARE backlog case submissions: 187,061 cases worth \$175.8 million</p> <p>Beginning February 2020, the Offsite Cash Payment Program launched to assist defendants to pay at multiple offsite cash retailers including 7-11 and Family Dollar. As of June 2019:</p> <ul style="list-style-type: none"> <li>• 904 payments receipted</li> <li>• \$145,425.09 receipted</li> <li>• 92 courts received payments</li> </ul>

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		<ul style="list-style-type: none"> <li>\$160.87 average payment amount</li> <li>77 cases have been paid in full using the Offsite Cash Payment service</li> </ul> <p>Consolidated Collections Unit fielded 11,347 FARE/DSO second-level Remedy incidents.</p> <p>Support Services fielded 26,763 public inquiries on the TTEAP program. Another 52,116 calls were handled by automated front-end messaging that explained how to handle common end-user issues.</p>
<b>Tax Intercept Program (TIP)</b>	TIP sends courts' and other DSO participants' accounts receivable data electronically to the Department of Revenue and the State Lottery via a centralized clearinghouse at the Supreme Court. Any lottery or tax refund money for those who owe court fines is intercepted and paid to the courts.	<p><b>Calendar Year 2020 Highlights, as of July 2020</b></p> <p>Debt-Set-Off program has collected \$16.8 million dollars. This is the most collected since 2012.</p> <p>The highest single interception totaled \$35,600 from the Arizona Lottery.</p> <p>Processed 71,046 tax intercepts.</p> <p>Processed 79,179 tax intercept payments.</p> <p>Completed development and implementation of a new \$9 fee amount applied to DSO participants who do not participate in the FARE Program. The total collected for this fee since inception in CY20 is \$256,083.</p> <p>Completed development and implementation of a .Net console program to export claims from the TIP database to AZ State Lottery and AZ Department of Revenue.</p>
<b>Equipment Maintenance &amp; Upgrades</b>	This includes the maintenance and upkeep of the equipment in 147 ACAP courts and 65 JOLTSaz sites across the state as well as a centralized data center with AS/400, RS/6000 and Windows servers supporting statewide AJIN, ACAP, APETS, JOLTSaz, TIP, and Supreme Court automation.	<p>Began transition from Hewlett-Packard Blade technology to new Synergy platform that provides greater performance and throughput of the statewide computing environment.</p> <p>Increased the physical HP server environment by 22 devices to support the increase in applications and expansion of VM Host environments. Increased number of VM client environments from 321 to 346, an increase of 25</p>

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		<p>environments, for OS upgrades and new applications.</p> <p>Continued ongoing replacements of end-of-life (EOL) servers with new hardware or migrating the applications to VM environments.</p> <p>Upgraded the firmware and patches on 3 HP 3par SAN storage units, keeping the equipment within manufacturer's support window and taking advantage of newer storage media.</p>
<b>AJIN Enhancements</b>	<p>Implement router-based software to maintain a database of previously seen traffic, provide compression, and aggregate multiple video streams into a single link at remote sites, thereby greatly accelerating network transport speed.</p>	<p>Increased the primary Internet connection to 1 gbps bandwidth and secondary Internet connection bandwidth to 500 mbps to speed access to the internet for AOC and remote court locations as well as increased access to VPN users during the pandemic.</p> <p>Installed an upgraded SAN switch in the AOC Govnet facility to replace EOL equipment and provide faster data throughput.</p> <p>Upgraded the main Data Center "CORE" switch to ensure greater performance and throughput.</p> <p>Designed and implemented new network infrastructure for Tucson Muni Court, enabling Tucson to participate in ACAP.</p> <p>Implemented new network connectivity to the following new court facilities:</p> <ul style="list-style-type: none"> <li>• Central Pinal Justice Court,</li> <li>• Pioneer Justice Court, and</li> <li>• Copper Corridor Justice Court.</li> </ul> <p>Increased network performance and throughput at the following sites by increasing existing bandwidth, converting circuits to QMOE, or employing GovNet microlink technology:</p> <ul style="list-style-type: none"> <li>• Tucson Muni,</li> <li>• Apache Junction Muni,</li> <li>• Eloy Justice/Muni,</li> <li>• Central Pinal Justice,</li> <li>• Pioneer Justice, and</li> <li>• Copper Corridor Justice.</li> </ul>

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		<p>Moved 8 additional statewide courts to the ACN network model for enhanced performance:</p> <ul style="list-style-type: none"> <li>• Apache Junction Muni,</li> <li>• Peoria Muni,</li> <li>• Yuma Juvenile Probation,</li> <li>• Yarnell Justice,</li> <li>• Yuma Adult Probation,</li> <li>• Yuma JEC,</li> <li>• FCRB Tucson, and</li> <li>• Tucson Muni.</li> </ul> <p>Began the process of replacing all GJ Courts' onsite Wi-Fi receivers.</p>
<b>Security and Disaster Recovery</b>	<p>This threefold project will:            Provide for statewide automation and network security,            Develop disaster recovery strategies and acquire resources to implement them.            Provide IT building security for the State Courts, JEC, and Tucson FCRB locations.</p>	<p>Continued to enhance and streamline bi-annual security scanning process as well as executive and technical reporting format and content.</p> <p>Completed two annually required security scans and audits. Communicated results to local court leadership as well as to the COT Cybersecurity Subcommittee. Results indicated that AJIN "Critical," "High," and "Medium" vulnerabilities were reduced by 53%, 18%, and 57%, respectively, over last year's annual audit results.</p> <p>Upgraded Sophos Intercept X anti-malware solution to a cloud version with endpoint detection and response (EDR) capability.</p> <p>Continued review of options to reduce overall implementation cost of disaster recovery for statewide systems. Implemented Microsoft Multi-Factor-Authentication (MFA) to additional ITD and court users/devices for additional security.</p>
<b>Infrastructure Maintenance</b>	<p>This support activity encompasses the many projects required to support the shared judicial branch infrastructure.</p>	<p>Upgraded Microsoft SCCM application from Version 1806 to 1902 in support of continued Windows 10 and Office 365 upgrade rollouts as well as improved system patch management. Completed numerous Windows, Office, and third-party security/product updates.</p> <p>Worked with AOC developers and business teams on using SCCM to deploy the AJACS 6.1 upgrade to GJ courts.</p>

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		<p>Converted remaining LJ courts' data from the legacy AZTEC CMS application and integrated them into new AJACS CMS, bringing the total converted to date to 134.</p> <p>Tested and applied numerous software application updates including AJACS GJ, AJACS LJ, APETS, JOLTSaz, NICS, Defensive Driving, CCI, eBench, and eUniversa. Continued working with the AOC business team on all technical aspects of the deployment of AJACS LJ to more courts.</p> <p>Upgraded TFS infrastructure database to SQL 2017.</p> <p>Migrated 40 test and production databases to SQL 2017 to keep compliant with Microsoft's release and maintenance schedule.</p> <p>Built a new development environment for testing active directory and active directory federation in support of technology development projects.</p> <p>Successfully completed numerous Windows server OS updates to systems in the AOC Data Center, including all development, test, and production environments.</p> <p>Built out infrastructure associated with new AZPOINT protective order application including a new OnBase Webserver also used to support non-court users.</p> <p>Assisted various implementation teams with the conversion from AZTEC to LJ AJACS/ OnBase integration, e-filing to GJ courts, and continued rollout/upgrade of eBench to AJACS.</p> <p>Moved the legacy JOLTS application data from the AIX UNIX environment to a SQL 2017 server for long-term maintainability.</p> <p>Continued work on the consolidation of the Central Document Repository (CDR) into the statewide OnBase system to reduce maintenance costs and improve overall performance.</p> <p>Worked with 10 rural courts to migrate their local OnBase</p>

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		<p>environments into the AOC central repository.</p> <p>Deployed 11 SQL servers in support of the Central Case Repository (CCR) project.</p> <p>Upgraded the hardware environment and operating system necessary to support Jury+ software upgrades and move to “WebGen” technology for courts.</p> <p>Built development and test environments for the new JTI Appellate Case Management System.</p>
<b>Statewide Automation Training</b>	<p>This program includes all activity to provide training in statewide automation software and related business processes. It includes training on site at courts or AOC, at Judicial and ACA conferences, and via WebEx.</p>	<p>The program for funding a field trainer in each county court system received continued funding. Most counties have a field trainer, which improves the volume and frequency of local training on AZTEC and AJACS. Three counties are currently without trainers: Maricopa, Greenlee, and La Paz.</p> <p>Field trainers have become more involved in AJACS support and training.</p> <p>Automation Services continues to be fully engaged in AJACS implementation and advanced training. For AJACS, 194 classes were held with 1453 participants.</p> <p>Training was also held for the implementation of the AZPOINT program for initiating, serving, and processing Orders of Protection and Injunctions Against Harassment. 607 court users were trained and supported for the go-live date of 1/1/2020.</p> <p>AOC continued to build a library of training videos and clips to supplement live training.</p>
<b>Arizona Youth Assessment System (AZYAS)</b>	<p>The Arizona Youth Assessment System (AZYAS) is a web-based application that provides case management, assessment, and data tracking tools. Needs assessments and case plans can be completed and updated by probation officers and supervisors for all assigned juveniles. The system generates notifications and reports to assist with caseload management and compliance tracking. In addition, AZYAS stores accessible information on juveniles,</p>	<p>A.R.S § 8-246 requires Juvenile Probation to complete a risk/needs assessment for every referred juvenile. University of Cincinnati has upgraded AZYAS and is no longer supporting the current version utilized by all Juvenile Probation departments in Arizona. JJSD secured funding for the move to the latest version which includes enhanced functionality. An evaluation is in process to determine</p>

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	previously completed assessments along with case plans, treatment providers, and user information. The application is currently used by Maricopa and the Rural Counties.	that the upgrade meets state security standards.
<b>JOLTSaz</b>	JOLTSaz is a fully functional juvenile probation tracking system for 1,355 users in Pima and the 13 rural counties. It was written in VB.net, a single, centralized SQL database, hosting a 3-tier open architecture design that best suits the organization's future needs. It currently contains 529 screens, 533 tables, and 34 reports. Centralized support is provided by AOC.	<p>Continued to work with Maricopa to create a single statewide repository of juvenile data. Data will be transmitted in real time from iCIS to JOLTSaz. Release 1 implementation and conversion of the first 12 iterations of data was scheduled for June 2020 to address the needs of JJSD Research and statewide Probation Officers. Release 2 was scheduled for December 2020 to address Probation Tracking, Screening &amp; Detention, and Financials. Release 3 addresses Dependency and was scheduled for June 2021.</p> <p>Completed 30 CASA enhancements as part of Year 2 of VOCA Grant funding.</p> <p>Resolved Pima integration issues among JOLTSaz, Agave, and CAMMS.</p> <p>Upgraded SQL, Windows, and Office 365 software used by JOLTSaz, SWID, AZYAS, and CASAaz.</p> <p>Rewrote Petition module for integration with Agave outside of the legacy Visible code generator.</p> <p>Migrated PDEPDATA extract from end-of-life AS/400 platform to SQL Server and deployed daily PDEPDATA extract to the DCATS system. Also moved the PFINTRN data extract on AS/400 to SQL.</p> <p>Switched Maricopa's dependency data feed from FTP transmission to a more secure and robust MQ transmission.</p> <p>Replaced legacy document system in Pima County with JOLTSaz Forms and Letters.</p> <p>Provided dependency data feed from JOLTSaz to new Guardian system for Department of Child Safety (DCS).</p> <p>Implemented a new web application that provides access to legacy</p>



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		<p>JOLTS historical data for Pima and the rural counties.</p> <p>Built Recommendation Matrix functionality into JOLTSaz to establish criteria for recommendations of Probation Officers regarding court dispositions.</p> <p>Rewrote 23 statewide Dependency reports in SSRS.</p>
<b>Adult Probation Enterprise Tracking System (APETS)</b>	<p>APETS is a fully functional, adult probation tracking system for 2,211 users in Maricopa, Pima, and the rural counties. The application is written in PowerBuilder and contains 496 screens, 736 tables, and 89 reports. Centralized support is provided by AOC.</p> <p>APETS was originally developed by Maricopa County and implemented there in 2000. The rollout to the other counties began with Yuma County in 2004. The application was statewide by 2006.</p> <p>In 2011, APETS was upgraded from Informix to a SQL Server database.</p>	<p>Implemented an enhanced APETS Case Plan that allows statewide users to properly document Case Plan records in compliance with new Judicial Code requirements.</p> <p>Certified Averhealth, the new drug testing vendor for Maricopa County, in APETS.</p> <p>Upgraded SQL, Windows, and Office 365 software used by the APETS application and services.</p> <p>Converted the DNA Access/Web App to SQL 2017 and .NET CORE to meet new security standards.</p> <p>Completed detailed business requirements for Phase 3 of the PSA automated scoring project to enhance the accuracy of the auto-populated answers to the 9 PSA questions within JWI. Scheduled development to begin in FY21.</p>
<b>Enterprise Architecture</b>	<p>This project focuses on developing enterprise wide software, methods, standards, guidelines, and expertise for the development, support and maintenance of technology solutions.</p>	<p>Continued development work on prototype for embedding hyperlinks into electronic court records and created specifications for AOC e-filing vendors that outline requirements for security, indexing, and embedding of the hyperlinks.</p> <p>Completed and successfully implemented new Administrative Case Event System (ACES) to facilitate unification of court case information received from disparate case management systems each designated as the source of truth. ACES provides a communication gateway with an immutable, “eventually consistent” model of data shared among systems structured in a service-oriented architecture.</p> <p>An Identity platform is being deployed to address the ability for public users to access court resources securely single sign-on</p>

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		platform will be based on modern security standards. Employees will use their Active Directory credentials, and non-employees will use credentials stored in a separate LDAP directory.
<b>Office 365/Desktop Productivity Training and Support</b>	This includes the many activities required to support existing applications and desktops statewide: training, help desk, and field support staff activities and projects.	<p>Successfully upgraded all AJIN devices statewide to the 1903 Build of Windows OS and the 1808 Build of Office 365 to remain compliant with Microsoft's release and maintenance schedule.</p> <p>Implemented software compliance via SCCM for Visio 2016 to ensure adherence to license requirements by 85 users.</p> <p>Upgraded RemedyForce problem/change management system to Spring 2020 Build for all 150 licensed users without issue.</p> <p>Upgraded AZCOURTS.GOV environment to latest version to improve function and security.</p> <p>Supported and created provisioning process for AZPOINT, including userID creation for courts and justice partners.</p> <p>Converted AOC AJINWEB intranet landing page to SharePoint for improved look and access.</p> <p>Upgraded Tucson City Court's more than 220 devices and 125 users to be able to join the AJIN network and be supported by AOC.</p> <p>Implemented PowerBI time standards reports for all ACAP GJ courts and trained court leadership on the use of the new reports.</p> <p>Supported COVID-19 activities by creating an Emergency Planning SharePoint site and rolling out ZOOM statewide for virtual court hearings.</p>

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Internet Public Interactive Service	The Public Access to Court Case Information is an Internet site for the public to look up case information from 153 Arizona courts. It includes most criminal, civil, and traffic cases.	Public access to court case information showed an increase over the previous year in page views and an increase in visitor sessions.						
		In FY20 public access statistics are:						
		<table><tr><td>Page Views</td><td>60,181,023</td></tr><tr><td>Visitor Sessions</td><td>2,429,391</td></tr><tr><td>Average Visitors / Hr</td><td>282</td></tr></table>	Page Views	60,181,023	Visitor Sessions	2,429,391	Average Visitors / Hr	282
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		Visitor Sessions	2,429,391					
		Average Visitors / Hr	282					
		The Supreme Court’s website had 9,763,530 page views* generated by 2,976,065 visits during the fiscal year. Statistics for the AJB Web site for the year were:						
		<table><tr><td>Page Views*</td><td>9,763,530</td></tr><tr><td>Visitor Sessions</td><td>2,976,065</td></tr><tr><td>Average Visitors / Hr</td><td>200</td></tr></table>	Page Views*	9,763,530	Visitor Sessions	2,976,065	Average Visitors / Hr	200
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		Visitor Sessions	2,976,065					
Average Visitors / Hr	200							
The three most popular areas on the website remain Defensive Driving, the Child Support Calculator, and Court of Appeals Division 1 pages. Additional functionality was also developed and implemented during the year.								
*Page Views are the standard for measuring web activity. One page view will generate approximately 15 to 50 “hits.”								

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<b>Appellate Court Automation</b>	<p>Appellamtion is the state standard appellate case, calendaring, and financial management system, providing electronic filing (case initiating and subsequent filings with fees) for all case types, electronic case record transfer from lower courts, document management integrated with OnBase, document production, automatic case statistics and appellate CourTools.</p> <p>Appellamtion was designed to replace three separate and incompatible systems previously used. The Supreme Court and the Court of Appeals Division One use Appellamtion.</p>	<p>Provided operational case management, document management, and electronic filing support to the Supreme Court and Court of Appeals, Division One. This included the development, testing, and deployment of multiple CMS software patches which included bug fixes and minor enhancements.</p> <p>Appellamtion efforts focused on data exports to support JTI case management system development and testing.</p> <p>The JTI system is slated to replace Appellamtion in January 2021. JTI work focused on:</p> <ol style="list-style-type: none"> <li>1. Case structure configuration for all case type;</li> <li>2. Financial case structure configuration;</li> <li>3. C2C and CiteLink interfaces;</li> <li>4. Requirements gathering for workflows, system automation, and e-filing;</li> <li>5. Data mapping for conversion; and</li> <li>6. Completion of data conversion, development, test, and production environments.</li> </ol> <p>Continued participation in the development of international electronic filing standards through OASIS LegalXML Electronic Court Filing Committee.</p>
<b>Certification &amp; Licensing</b>	<p>CLD Online is an Internet application created for the AOC's Certification &amp; Licensing Division. It works in conjunction with CLD business applications to process certification renewals and fee payments via the Internet.</p>	<p>Performed annual maintenance to online renewal application for licensed document preparers, fiduciaries, court reporters, and defensive driving schools and instructors.</p>

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<b>Various AOC Internal Accounting, Finance and Payroll Applications</b>	The AOC maintains budget, accounting, and personnel records for the AOC and the Supreme Court.	<p>Migrated Process Servers' Tracking System application to new server to support ITD Infrastructure Operations' end-of-life server project.</p> <p>Upgraded New World financial system to the current software version and migrated database to SQL 2017 platform.</p> <p>Re-engineered the Reconciliation Report database and application to convert from the legacy AS/400 server to a SQL Server and .Net platform. This application is an interface between the New World system and AFIS, the Arizona state financial system.</p> <p>Re-engineered ATX databases and applications away from legacy AS/400 server to a SQL Server and .NET platform. ATX is the interface application between New World and AFIS.</p> <p>Completed development and implementation of the Child Dependency Petition Data Feed into DCATS from JOLTSaz.</p>
<b>AOC Project Management Office</b>	The Project Management Office (PMO) provides best practices and oversees project-related processes with a goal of delivering automation improvements within scope, on time, and on budget.	<p>Began transition from Project Server 2013 on premises to Project Online in the cloud, including archiving of all historical project data.</p> <p>Continued tactical and strategic planning model for project milestone and resource management planning, providing for a regular review of an enterprise-level project impact analysis.</p> <p>Improved project management process, guidelines, and templates as processes matured. Continued project portfolio reporting necessary to obtain an integrated perspective of project management capability.</p> <p>Continued monthly, all-day planning meeting to coordinate project resources.</p> <p>Provided leadership and direction in the area of contract management.</p> <p>Provided project manager role for certain enterprise projects.</p>
<b>Statewide Case Management Systems</b>	Develop and implement new case management system (CMS) to replace	Continued writing and running mission-critical test scripts along

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	AZTEC for limited jurisdiction (LJ) courts. Maintain and enhance existing CMS that supports general jurisdiction (GJ) courts.	<p>with test scripts for all new business requirements.</p> <p>Continued statewide training and implementation of LJ AJACS to ACAP/AZTEC courts following detailed data cleanup, data conversion, data conversion testing, and extensive functional testing for each court.</p> <p>Completed Year 5 of a planned 5-year implementation project. (LJ AJACS rollout began in April 2015 and was scheduled to complete by February 2020, however, was pushed back to April 2020 due to AZPOINT/PO2020 project conflicts. The April 2020 date was later pushed back to June 2020 due to COVID-19 healthcare crisis.)</p> <p>By end of FY20, all 15 LJ ACAP/AZTEC counties were converted and implemented with LJ AJACS. Completed counties are listed in order of implementation.</p> <ul style="list-style-type: none"> <li>• Pima</li> <li>• Pinal</li> <li>• Maricopa</li> <li>• Yavapai</li> <li>• Yuma</li> <li>• Coconino</li> <li>• La Paz</li> <li>• Santa Cruz</li> <li>• Cochise</li> <li>• Graham</li> <li>• Greenlee</li> <li>• Gila</li> <li>• Navajo</li> <li>• Mohave</li> <li>• Apache</li> </ul> <p>Total number of courts/databases converted by end of FY20 was 134 and the project completion status was 100%.</p> <p>Continued to enhance AJACS through bug fixes, change and enhancement requests, as well as thorough functional testing.</p> <p>Assisted with AOC Operations to migrate Tucson City Court to be a fully supported AJIN/ACAP court. Continued to assist with AJACS table code updates, training, and</p>

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		<p>troubleshooting following migration.</p> <p>General Jurisdiction AJACS continues to be maintained as a production application in all 13 counties outside of Maricopa and Pima.</p> <p>Successfully upgraded all AJACS superior courts to Version 6.1, the same platform/version as LJ courts.</p> <p>Developed the following requirements to support improvements to AJACS and new functionality:</p> <ol style="list-style-type: none"> <li>1. Functionality to support setting of deposit bonds and forfeitures</li> <li>2. Functionality to consume petitions from AZPOINT into AJACS and produce outbound transactions to the AZPOINT law enforcement portal</li> <li>3. Enhancement of many Protective Order forms to capture all the necessary fields with little-to-no manual intervention</li> <li>4. Functionality for electronically reporting of warrants to law enforcement</li> <li>5. Handling online payment contract agreements (with FARE team)</li> <li>6. LJ Civil Manner of Disposition statistical report</li> <li>7. GJ Domestic Relations Manner of Disposition report</li> <li>8. Support for Justice Court Rules of Civil Procedure R-18-0021 (updated configuration)</li> <li>9. MVD SSN Interface to receive SSNs from MVD into AJACS</li> <li>10. AJACS FARE Eligible Queue (enhanced for better usability)</li> <li>11. Financial reports (modified for improved balancing)</li> <li>12. Start and stop codes to improve accuracy of time standard reports</li> <li>13. New warrant module for GJ courts (configured to be consistent with LJ courts).</li> </ol> <p>Configured “Quick eFiling” in AJACS to allow for subsequent filings in criminal, family law, and probate cases.</p>

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<b>EDMS</b>	Electronic Document Management includes the processes and environment where documents are created, stored, managed, located, retrieved, and viewed electronically. Electronic documents and records replace traditional media (paper). Electronic documents are and will be used in the day-to-day business of the court, by court staff, other justice-related agencies and the public.	<p>Supported upgrades of OnBase systems at two rural courts.</p> <p>Continued to replicate documents from local systems into statewide repository for disaster recovery and public access and to further replicate those to the new OBPROD statewide repository in support of 10 GJ clerks' consolidation of their local OnBase systems into the AOC's OnBase environment.</p> <p>Revised the eBench loading process to accommodate OnBase consolidations by GJ clerks.</p> <p>Completed a master project plan for consolidating local OnBase systems into the AOC from the following rural superior courts:</p> <ul style="list-style-type: none"> <li>• La Paz,</li> <li>• Santa Cruz,</li> <li>• Apache,</li> <li>• Gila,</li> <li>• Navajo,</li> <li>• Graham,</li> <li>• Greenlee,</li> <li>• Cochise,</li> <li>• Yuma, and</li> <li>• Mohave.</li> </ul>
<b>NICS Mental Health Repository</b>	<p>Arizona superior court locations currently transmit to NICS under Category 5:</p> <ul style="list-style-type: none"> <li>✓ <a href="#">A.R.S. 13-609A</a>: Finding of Incompetency -Person is found incompetent by a court pursuant to rule 11</li> <li>✓ <a href="#">A.R.S. 13-609C</a>: Guilty but Insane - Person is found guilty except insane</li> <li>✓ <a href="#">A.R.S. 14-5304G</a>: Appointment of a guardian Within Finding of Mental Incapacitation - Unless the court makes a specific finding that the appointment of a guardian is due solely to the ward's physical incapacity.</li> <li>✓ <a href="#">A.R.S. 36-540(O)</a>: Mental Health court ordered treatment - If a person has been found, as a result of a mental disorder, to constitute a danger to self or others or to have a persistent or acute disability or a grave disability.</li> </ul>	A National Instant Criminal Background Check System audit was conducted by the Federal Bureau of Investigation's Criminal Justice Information Services (CJIS) Division. Supplemental Audit Documentation records provided were determined to be in compliance.



PROGRAM	DESCRIPTION	FY 2020 ACCOMPLISHMENTS
<b>Central Document Repository (CDR)</b>	An enterprise-centric repository of court case-related documents collected from independent document management systems throughout the state in a federated approach.	Executed various configuration changes within technical re-architecture plan and obtained management approval for modifying CDR to become offsite Copy 2 of main OnBase system to enable ubiquitous application access following consolidation of rural GJ courts' systems.
<b>AZTurboCourt Electronic Filing</b>	A e-filing application through which court users create and submit case filings to a growing set of Arizona courts.	<p>AZTurboCourt had a total of 307,726 e-filed submissions. as well as 3,204 print forms completed. All 15 counties are now live with family law print forms.</p> <p>Support Services handled 8274 calls regarding e-Filing (both TurboCourt &amp; eFileAZ).</p> <p>AZTurboCourt continues to provide civil case type e-filing support in all 15 counties of the Superior Court.</p>
<b>eUniversa Statewide e-Filing</b>	A central online portal through which court users create and submit case filings to a growing set of Arizona courts using a number of qualified vendor service providers.	<p>eUniversa is supporting civil case type e-filing in all 15 counties of the Superior Court. Once Maricopa County supports case initiation in civil case type e-filing, AZTurboCourt will redirect its communications to the eUniversa EFM.</p> <p>Initiated first phase of Quick eFiling to provide a way for the public to engage the court without having to physically go to the court. This project supports subsequent e-filing Criminal, Juvenile Delinquency, Family, Probate, and Guardianship cases in the Superior Court. Future updates will improve on this initial phase.</p> <p>The completion of the LJ e-filing requirements specifications is pending ratification of court forms that were changed in rule. A committee has been assembled to perform this task.</p> <p>Completed the requirements specifications for Appellate e-filing. The Arizona Supreme Court and Court of Appeals, Division One are in the process of replacing Appellamtion with a product from Journal Technologies, Inc. (JTI). The new Appellate Court e-filing</p>

PROGRAM	DESCRIPTION	FY 2020 ACCOMPLISHMENTS
		functionality will work with the new JTI CMS.
<b>Judge Automation</b>	Judge Automation provides a judicial decision support system designed to automate paper processing in a manner that will enable judges to review and create electronic case documents and information contained in the court's case management system for rapid decision-making.	Continued eBench support for judges and judicial staff in 14 of 15 Superior Court locations. Enhanced eBench to allow judges to efile orders directly into all case types.
<b>Public Access to Case Data and Documents</b>	Public access maximizes efficiencies offered by technology to reduce demands on court resources, permit court staff to concentrate on core functions, and improve customer service system-wide by making access to case information more convenient for attorneys and other individuals and organizations, including government users. The AOC provides an online public access web portal to Arizona court case documents, information on individual court cases, bulk court data, and customized court data reports on a subscription or per-transaction fee basis.	Launched the eAccess public access web portal on July 9th for 14 of the 15 Superior Court locations. Pima County is expected to go -live in the Fall of 2020.  There were 17,788 documents purchased and 11,093 subscribers in FY 2020.
<b>Two-Fingerprint Identification</b>	The two-fingerprint identification (2FID) mobile device electronically validates existence of a defendant's fingerprints in the Automated Fingerprint Identification System (AFIS) and whether an AFIS Record Number (ARN) exists. A positive response indicates to the court that the defendant's fingerprints were taken previously. A negative, "no ARN hit," response informs the court the defendant must be sent for fingerprinting at a booking facility.  Phase I standardizes the last page on the sentencing order for the fingerprint enabling all AJACSs courts to submit high quality prints to Arizona Dept. of Corrections following sentencing.  Phase II verifies the person being sentenced is charged correctly and has prints on file for the specific charges being sentenced.	The following counties have opted in for 2FID device implementations managed by the AOC: Apache, Cochise, Coconino, Gila, Graham, Greenlee, La Paz, Mohave, Navajo, Pinal, Santa Cruz, Yavapai, Yuma, and Maricopa.  Deployed 173 2FID devices in the Superior Court locations to date and used them for 93,654 individuals at sentencing.  <ul style="list-style-type: none"> <li>Discovered 923 people were missing 10 prints at the time of sentencing.</li> </ul> Completed programming for Phase II of project in which AZAFIS is queried for the presence of a 10 print and a YES response triggers a second query to ADRS to verify the arrest date for the prints found in AZAFIS.  Changed the courts' interface in the MOBS application to include entry for arrest date. Scheduled UAT and deployment to be completed by end of CY 2020.

PROGRAM	DESCRIPTION	FY 2020 ACCOMPLISHMENTS
<b>Protective Order Repositories (CPOR/LPOR)</b>	Court Protective Order Repository (CPOR) collects protective orders filed from courts around the state for transmission to LPOR. Law Enforcement Protective Order Repository (LPOR) currently supports the entire state of Arizona. These are the backend systems that support AZPOINT web applications.	Used NICS Act Records Improvement Program (NARIP) grant and STOP grant funding to create a fully functioning protective order solution that went live on January 1, 2020. The central repository, LPOR and CPOR, now maintains all orders of protection and injunctions against harassment then submits all served orders and injunctions to NCIC.
<b>Automated Notifications</b>	Reduce failures to appear and delinquent obligations by issuing automated reminders to court users in 109 courts, triggered by events in the case management system.	Implemented text notification interface functionality for Pima Superior Court.
<b>AZPOINT</b>	The Arizona Administrative Office of the Courts and the Arizona Criminal Justice Commission partnered to build an electronic system—the Arizona Protective Order Initiation and Notification Tool (AZPOINT) —to assist domestic violence victims in applying for orders of protection, courts in processing the protective order cases, and law enforcement agencies and constables in serving issued orders on defendants, notifying victims of the status of their orders, and transmitting the proof of service quickly and efficiently back to the courts.	<p>Developed three web applications, each with a unique process, to power AZPOINT:</p> <ol style="list-style-type: none"> <li>1. <u>Petition Web Application</u> launched on January 1, 2020, to help a domestic violence victim complete a petition for an Order of Protection at an Arizona court. AZPOINT generates a unique petition confirmation number that the victim can provide to the court when ready to go forward with filing.</li> <li>2. <u>Court Clerk Web Application</u> used to accept the victim's petition electronically. In instances where a court's case management system is fully integrated with AZPOINT, the CMS automatically creates the case. Courts with non-integrated case management systems can accept the petition manually. It also enables the court to accept the completed Declaration of Service and print it for evidentiary purposes.</li> <li>3. <u>Servicing Agency Web Application</u> supports Arizona law enforcement agencies and constables since orders of protection are assigned by CPOR to the law enforcement agency or constable that serves the geographic area where the defendant lives. After serving the defendant, the agency or</li> </ol>

PROGRAM	DESCRIPTION	FY 2020 ACCOMPLISHMENTS
		constable logs into the Servicing Agency Application to complete the Declaration of Service, which is then electronically submitted to the court and the National Crime Information Center (NCIC).
<b>CCR (Central Case Repository)</b>	The central case repository (CCR) is a SQL database that replaces the legacy Informix Data warehouse. CCR is intended to become the State's central repository of case management system data to be used by many business applications, both external and internal, belonging to the courts and the justice community.	<p>Received NICS Act Records Improvement Program (NARIP) grant and STOP Grant funding. Completed the System/Hardware Design for:</p> <ul style="list-style-type: none"> <li>• Disk Partitioning Layout</li> <li>• File Layout</li> <li>• Scalability: planned for growth and space needed for the next 3 / 5 / 10 years.</li> </ul> <p>Completed Design for Database Schema for each environment:</p> <ul style="list-style-type: none"> <li>• Stage (Dev, Test, Prod)</li> <li>• Base (Dev, Test, Prod)</li> <li>• CPOR (Dev, Test, Prod)</li> <li>• FARE (Dev)</li> </ul>

## LOCAL COURT ACCOMPLISHMENTS – CY2018/19

This is a summary of the accomplishments provided in each county-level IT plan that was updated during this planning cycle. In an effort to reduce workload and impact to court staff in the continuing difficult economic climate, rural Superior Court Administrators have been authorized to provide updates every other year. Please refer to the most current individual plans in Appendix D for more detail.

<b>APACHE COURTS</b>	<ul style="list-style-type: none"> <li>• Provided court calendar access to public and justice partners on court website.</li> <li>• Implemented e-filing and electronic workflow in Clerk's Office.</li> <li>• LJ courts began transmitting electronic dispositions to DPS.</li> <li>• Probation implemented Catalyast-5 software, VOIP phones, and video counseling.</li> <li>• Secured funding for purchase of Jury+ WebGen software upgrade.</li> </ul>
<b>COCONINO COURTS</b>	<ul style="list-style-type: none"> <li>• Tackled multiple statewide projects: LJ-AJACS Conversion, eBench, Civil eFiling, 2FID, Online Court Payments, AZPOINT, and Automated Notifications. Adopted electronic minute entries in superior court.</li> <li>• Implemented hallway calendar displays and enhanced video conference capabilities in superior court and justice courts.</li> <li>• Constructed local server environment to host ad hoc reporting application.</li> <li>• Provided Probation resources with access to automated court calendars.</li> <li>• Participated as pilot site in second statewide e-Warrant project.</li> <li>• Implemented "file free" case processing in Flagstaff Municipal Court.</li> </ul>

<b>GILA COURTS</b>	<ul style="list-style-type: none"> <li>• Tackled multiple statewide implementations including eBench, eFiling, 2FID, LJ AJACS, and AZPOINT.</li> <li>• Completed AJACS court calendar implementation in superior court, now publishing to web and courthouse monitors.</li> <li>• Began routine time standards reporting via reports and agreed to pilot judges' dashboards.</li> <li>• Upgraded Liberty recording infrastructure in Globe superior court courtrooms.</li> <li>• Enhanced videoconferencing with Globe Jail for initial appearances/arraignments.</li> </ul>
<b>MARICOPA COURTS</b>	<ul style="list-style-type: none"> <li>• Continued development of various modules for the iCIS Next Generation case management system while making modifications to comply with recent AOs and AZPOINT, added a jury chatbot to handle common questions, and implemented a content management system to power court websites with calendar and disposition information.</li> <li>• Completed numerous infrastructure enhancements, integration projects, and administrative projects for various departments of the superior court. Implemented Office 365/SharePoint while retiring Informix.</li> <li>• Justice Courts completed desktop refresh with Windows 10 and Office 365. Continued small claims rule changes pilot and changes related to Fair Justice initiatives.</li> <li>• Clerk's Office replaced RFR system and decommissioned its legacy infrastructure, implemented Dynamics ERP, and created an AI- powered virtual agent for Alexa and Google Assistant. Made numerous e-filing enhancements, including case number auto-generation and eAccess support, and created numerous Power BI dashboards. Procured and implemented an enterprise information storage system located at Iron Mountain.</li> <li>• All LJ Courts addressed legislative changes; completed CPOR feeds, conducted and remediated security scans, and continued work related to keeping CMSs in support.</li> <li>• Chandler implemented web services integration with CMS data for nCourt and court users, installed wireless presentation systems in all courtrooms for digital evidence, constructed automated notification system for defendants and attorneys, and installed digital signage throughout the courthouse.</li> <li>• Gilbert upgraded FullCourt CMS to provide standard protective order merge codes, implemented the re-engineered protective order process, addressed unsupported server operating systems, and added security controls to public access portal.</li> <li>• Glendale deployed PayNearMe™ for paying fines/fees at local contracted vendors; better protected public PCs through implementation of a VLAN and deployed entirely new public-facing website.</li> <li>• Mesa continued restoring and enhancing eServices; continued FARE-related development and testing; enhanced CMS interfaces, upgraded courtroom technology, and analyzed data sets for decision making for Community Court.</li> <li>• Paradise Valley migrated to Windows 10, constructed secure computing enclave, and made surveillance/ monitoring system enhancements.</li> <li>• Phoenix continued CMS Web Upgrade multi-phase project, completed web user interface and modern scalable system architecture for CMS, and replaced outdated courtroom audio equipment.</li> <li>• Scottsdale piloted online dispute resolution for criminal cases and expanded to parking violation hearings, placed Access and Fairness survey online, and partnered with shelters to provide remote protective order hearings.</li> <li>• Tempe made numerous CMS changes to accommodate changes in legislation, created time standards reports for various case types; automated local protective order processing, enhanced compliance processing, and updated assistive listening devices in all courtrooms.</li> </ul>

<b>PIMA COURTS</b>	<ul style="list-style-type: none"> <li>• Implemented eUniversa civil e-filing, deployed new Agave Performance Release and made numerous Agave enhancements, implemented e-notifications for all criminal case types, migrated Pretrial reporting from MS Access to SSRS, replaced HP legacy desktops with Dell hardware, and developed Criminal and Family Case dashboards using PowerBI.</li> <li>• Continued integrating Juvenile Court systems, migrated Juvenile Detention from legacy incident reporting tool to JOLTSaz module, provided all-in-one PCs in Juvenile Resource Center.</li> <li>• Implemented 2FA for 90 employees along with new authentication portal to reduce security risks, performed numerous upgrades to mitigate vulnerabilities of legacy technologies and products; added Juvenile location as third backup copy and Microsoft Azure as fourth backup copy; consolidated all badging/access systems.</li> <li>• Clerk migrated from AZTurboCourt to eFileAZ environment, constructed orders of protection workflow within the eFiling environment, transitioned all delinquent collection functions to FARE, upgraded document scanning software, and replaced over 200 end-of-life workstations.</li> <li>• PCJCC piloted small claims case processing; upgraded all Win 7 PCs to Windows 10 with Office 2019; implemented modifications for enhanced FARE with CAP, HB 2169 legislation, AZPOINT, and OOP statistical reporting. Local solutions exist for bench automation, eWarrant, and data analysis/reporting.</li> <li>• Tucson and AOC completed massive infrastructure, AJACS migration, and data migration projects required to join the ACAP central support model.</li> <li>• ACAP LJ courts continued to make progress on the security enhancements and various initiatives above.</li> </ul>
<b>PINAL COURTS</b>	<ul style="list-style-type: none"> <li>• Consolidated and renamed Justice Courts throughout Pinal County.</li> <li>• Tackled multiple statewide implementations including JOLTSaz, 2FID, eBench, eFiling, AZPOINT, and LJ AJACS statewide applications.</li> <li>• Created automated billing application; usage being expanded through Pinal County.</li> <li>• Upgraded OnBase; installed WebEx, Polycom, and Zoom; continued long-running projects to address architecture changes as targets move forward over time.</li> <li>• Moved IT responsibility to Court Administration; began hiring staff to address support concerns and migrate automation systems to supported environments.</li> </ul>
<b>SANTA CRUZ COURTS</b>	<ul style="list-style-type: none"> <li>• Tackled multiple statewide implementations including eBench, eFiling, 2FID, LJ AJACS, AZPOINT, and adding to FARE.</li> <li>• Revolutionary Text installed to provide remote court reporting option.</li> <li>• Created numerous SSRS reports for various court departments.</li> <li>• Improve ease of payment for assessments, online and off site at consumer locations.</li> <li>• LJ courts cleaned up data, purged old cases, produced monthly bond report, and adjudicated old but still open cases as part of AJACS adoption effort.</li> </ul>
<b>YAVAPAI COURTS</b>	<ul style="list-style-type: none"> <li>• Installed 2FID devices; telephonic interpreting service, time standards judicial dashboards, and local COJET tracking database</li> <li>• Improved audio/video in superior court courtrooms and expanded events eligible for video appearances.</li> <li>• Brought security officers on staff, improved reach and reliability of facilities surveillance, and expanded use of text messages for emergency notifications.</li> <li>• Automated backup processes for justice courts.</li> <li>• Remodeled and improved infrastructure for superior court and numerous justice court sites across the county.</li> </ul>

	<ul style="list-style-type: none"> <li>• Limited jurisdiction courts automated more processes including e-citation and increased electronic services to constituents in variety of areas.</li> <li>• Prescott Consolidated transitioned fully off of Cache and decommissioned its legacy server.</li> </ul>
<b>APPELLATE COURTS</b>	<ul style="list-style-type: none"> <li>• Supreme Court enhanced Appellamtion while work continued on a new case management system with a vendor; provided access to more work items in SharePoint for the chambers; added time standards and case-related data access for the justices; and implemented eNotification to distribute news items periodically.</li> <li>• Division One enabled the public to e-file and pay fees using the document viewing computers as well as to view oral arguments remotely in real time from anywhere, replaced most computers within the court, implemented numerous security improvements, and undertook an outside security audit.</li> <li>• Division Two developed system for subscriber-managed distribution of memo decisions and opinions; replaced all client devices repurposing old laptops for remote access, enhanced Wi-Fi security, and implemented password management application along with 2FA for key decision makers.</li> </ul>